

## Online Giving Frequently Asked Questions

### **Q: What are the benefits of online giving?**

There are a number of benefits to online giving for both you and the church.

Simplicity – You will not need to remember if you gave this month or pay period, or send your offering checks when you are out-of-town. Reduces check writing for frequent donors, and allows contributions to be spread out over time.

Security – Online giving is more secure than giving with a check in that an electronic gift can't be lost or stolen. For additional information on how New Life Church keeps your information and contributions secure, [\*click here\*](#).

Helping New Life Church – Online contributions require less processing from our administrative staff since the information is logged to your giving record and deposited automatically.

### **Q: Is it safe to give online?**

Yes, in many ways giving online is safer than writing a check because an electronic gift cannot be lost or stolen. The security of the system is continually managed by our online provider, Fellowship One. To find out more about your security, [\*click here\*](#).

### **Q: What types of bank accounts can I give from?**

You can give online from your *personal checking* account using your bank routing and account numbers. Non-checking and business accounts are not supported at this time.

### **Q: Can I give using a credit or debit card?**

Yes, New Life Church currently accepts the following bank cards: Visa, Master Card, American Express, and Discover.

### **Q: I currently use my bank's online bill pay feature for my contributions. How is this different and should I switch?**

First of all, there is not a requirement that you switch. New Life Church's online giving is different from your bank's online bill pay feature in several ways. With New Life's system, donations are immediately recorded to the church and your giving history at the time of your contribution, whereas your bank takes time (several days) to process and mail a check to the church. Also, New Life's online giving is processed electronically, so there is no need for our staff to handle a physical check.

### **Q: Are there any fees involved with giving online?**

Not to you. You will not pay any fees with an online gift. In addition, online gifts are a more cost efficient, safe and convenient way for the church to process contributions.

**Q: Can I make a one-time contribution?**

Yes. The system allows you the option of either making a one-time contribution or setting up a recurring contribution. For a one-time contribution, you can designate that the contribution should be made immediately or, for both one-time and recurring contributions, you can schedule the contributions to come out of your bank or credit/debit card account on the date(s) specified by you.

**Q: If I want to set up a recurring gift, what are my options for the frequency of my gift?**

For recurring gifts, you have the option of giving weekly, monthly, twice per month (1<sup>st</sup> and 16<sup>th</sup>), or every 2 weeks. You may also specify the starting and ending dates for your recurring gifts.

**Q: Can I change my personal information or the amount or the frequency of my gift once I have set it up?**

Yes. You can change or cancel your contribution at any time *before* the date of your next scheduled contribution. However, once a contribution has been processed, it cannot be cancelled. To change or cancel your contribution, or make changes to your personal information, simply log in to the system using your user name and password and make the necessary changes.

**Q: Can I review my donation history online?**

Yes. The site will allow you to view the complete history of your contributions, given either online or otherwise, but you must have an account for this feature to be available. Once you've created an account, you will be able to contribute immediately. In some cases, before you can see any past contributions, we must manually connect your online account with your previous information. This is a one-time process that usually takes no longer than a week from when you created your account. After that, you can view your giving history (online or by check) at any time.

**Q: How long does it take for my donation history to post online for review?**

When you first set up your online giving profile, it may take up to a week for our staff to link your InFellowship ID with the church database record. After this, you will be able to review your previous gifts to New Life Church in the online giving section of the website. Once your record is linked, future gifts will be posted and available immediately after your gift is received.

**Q: Can I see giving history for other members of my household?**

Yes, if you are in the system as an adult, you will be able to view giving history for all members of your household. In order to view history or generate a statement for selected people in your household, select the person(s) you want to display under the "Contributions for" selector and click View. Click the "Download statement" link to generate a statement for the person(s) in view.

**Q: Why are some transactions attributed to my household and others attributed to an individual?**

All online giving transactions are always attributed to the individual whose InFellowship ID was used to set up and process the transaction. This is because an InFellowship ID is used for one unique person and cannot be shared among multiple people. Paper checks processed by the church are usually attributed to the individual as well, but may, for various reasons (personal request, sharing of bank accounts, inability to read signature line) be attributed to the household. We anticipate this difference to not be an issue for married couples filing jointly since it doesn't matter which spouse's name is on a gift for tax deduction purposes.

For instances where you need to show an individual's giving on a separate statement, select the person you want to display under the "Contributions for" selector and click View. Click the "Download statement" link to generate a statement for the person in view.

**Q: Will I still receive regular contribution statements from the church?**

You will not receive a printed contribution statement mailed to your postal address when you create an InFellowship ID. InFellowship gives you the opportunity to print or download your statement at any time for the current year and 1 prior year (starting in calendar year 2015). If you ever need a printed statement sent to you, please contact the church office.

**Q: If I want to give using my personal checking account (eCheck), when will contributions be taken from my bank account?**

Contributions will be taken from your specified personal checking account normally within 2 business days of the date you requested. This time frame allows time for the contribution to process both through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

**Q: Can I designate my online gift to a particular ministry or account?**

Yes, you can designate your online gift to go toward one of the following accounts:

**General Fund:** This is our general operating fund and can be used for normal tithes. This supports the ministries, staff, and general operation of the church.

**Missions – General:** Gifts given to this fund support the local, domestic, and overseas missionaries of New Life Church.

**Building Fund:** Gifts given to this fund are in support of New Life Church's most recent capital campaign, "FMC – Generosity".

**Deacon Fund:** This fund keeps our Food Pantry shelves stocked to help those in our church family and community who are struggling to put food on the table, and it also helps people in our church family who are experiencing temporary financial hardship.

**New Life Academy:** Gifts given to this fund help support New Life Academy, a ministry of New Life Church, which is dedicated to providing a Christian education to students Preschool through Grade 12.

**Global Leadership Training:** Gifts given to this fund (formerly BILD Global Outreach) are used to strengthen and multiply local churches by training and equipping national leaders, pastors and church planters in various countries of the world.

We have purposely limited the number of accounts available for online giving to these 5 funds at this time. The reason for this is to minimize the frustration of our online givers having to scroll through a lengthy list of ministries and accounts to choose just the “right” ones. If you would like to give to ministries other than those listed above, you certainly may, but you will need to give by paper check either by mail, in person, or through the offering plate on Sunday mornings. If you don’t know which one of the 5 above to choose, please consider giving to “General Fund”.

**Q: How will I know that I set up my gift correctly?**

Very shortly after submitting your contribution, you will receive an e-mail verifying your contribution and you will see it in your giving history online.

If giving for the first time after setting up your account, you will be able to see prior giving history in about a week.

**Q: Can I use any internet browser?**

No, due to performance issues, we do not recommend that you use Internet Explorer.

**Q: Will I be able to give to special New Life Church short-term campaigns online?**

This is something that we are considering in the future, but we would like to gain more experience with the new online giving system before we add additional complexities such as these.

**Q: Can I give by online or paper check?**

Yes, you can give via online or paper check. If you would like to write a paper check to New Life Church, please send it via mail, in person, or place it in the offering plate during one of our services. Our address is:

New Life Church  
Attn: Finance  
6758 Bailey Road  
Woodbury, MN 55129

**Q: I have additional questions about online giving that have not been addressed. Who can I talk to?**

For any questions, concerns or comments about the online giving system, please contact Patrick Voelker, Pastor of Strategic Leadership ([patrickvoelker@newlife4u.org](mailto:patrickvoelker@newlife4u.org) or 651/757-4169).